



CITY OF SAN ANTONIO
**NEIGHBORHOOD & HOUSING
SERVICES DEPARTMENT**

The background is a collage of various images related to housing and finance. It includes a small wooden house with a yellow roof, a hand holding a set of keys, a hand holding a pen over a calculator, and a close-up of a calculator. There are also decorative elements like a grid of dots in the top right and bottom left corners.

LANDLORD FAQ: EMERGENCY HOUSING ASSISTANCE PROGRAM





FAQ

Where can we send people for rental assistance?

You can refer to the City's **Emergency Housing Assistance program**.

Applications can be found and submitted on-line at the [City's website](https://covid19.sanantonio.gov/Services/Rent-and-Mortgage-Help-Housing) and assistance to fill out the application can be provided by calling 210-207-5910.

Link: <https://covid19.sanantonio.gov/Services/Rent-and-Mortgage-Help-Housing>

Call: 210-207-5910

Texas Rent Relief is another resource available to help renters pay rent and utility bills (including past due rent and utilities). Both landlords and tenants can use [this website](https://texasrentrelief.com) to create an account and submit their application.

Link: texasrentrelief.com

Call: 1-833-9TX-RENT (1-833-989-7368)

What about residents who have hardships after 7/31/21 what type of assistance will be available for them & how much?

The Emergency Housing Assistance Program will continue to provide assistance as long as funding remains available. *Texas Eviction Diversion Program* and *Texas Rent Relief* have an expiration date of October 1st, but this may be subject to further extension .

Will there be a way for landlords to file for rental assistance for non-cooperating residents to collect past due rent to prevent the resident from being displaced?

Both of the applications require some cooperation from both parties, but the Texas Rent Relief application can be mostly completed by the landlord. The tenant would have to provide the required supporting documents for the application.

What does the expiration of the CDC order mean, in general? (During the pandemic you could evict, but not deliver a writ of possession.)

The expiration means that the CDC order will no longer have any legal effect on halting an eviction. This means that providing a signed declaration form to a landlord or court will not legally be able to stop the eviction.

If someone has given us a CDC Declaration, does that also expire with the expiration of the eviction moratorium?

Yes, The declaration form will not be valid when the CDC moratorium expires.

Will I still need to deliver the Notice of Tenants Rights in English and Spanish along with a notice to vacate?

Yes, this is a City of San Antonio Ordinance that will not expire.



FAQ

Will the City continue to have its eviction teams at the eviction hearings?

Yes, the city will continue to have staff on-site M-F 8-5 at every precinct.

For non-compliance of lease circumstances or reasons other than non-payment of rent, can a landlord file for an eviction?

Yes, the CDC moratorium prevents evictions for non-payment of rent only.

What are some examples where the City is not approving rent assistance for tenants?

The City is not providing EHAP assistance to households with incomes that exceed 80% for a family of 4, that is \$59,300.

Can tenants re-apply for assistance through the City's Emergency Housing Assistance Program once they've used up any credits from their first round of assistance?

Yes, tenants can re-apply for assistance through EHAP for additional months up to the maximum months.

Rental, Utility, and Internet Assistance as of February 18, 2021

Income	Rent ¹	SAWS ²	CPS ²	Internet ²
At or below 50% AMI	Up to 9 months	✓	✓	✓
Between 51% - 80% AMI	Up to 6 months	✓	✓	✓

1 - Previous assistance will not be counted towards assistance allowances

2 - Provide assistance for current bill

I have received a rental payment on my tenant's behalf under an emergency rental assistance program, is this payment includible in my gross income?

Yes, rental payments you receive, whether from your tenant or from a Distributing Entity on your tenant's behalf through an Emergency Rental Assistance program, are includible in your gross income.

What happens to residents in the interim when they have balances remaining?

Communication is the best way to ensure rent is paid. Eviction with a judgment for past due rent does not mean a tenant can or will pay. Working with an emergency rental assistance program (EHAP/TRR) is the best way to ensure the tenant stays housed and rent is paid. We also encourage you to work with your tenants to set up reasonable payment plans if necessary to help address balances.